

Role: Asset Operations Engineering Panel (Multiple)
Area: Asset Operations
Sub-Area: Regional Operations
Location: North West/South East Midlands/South West/ East Region
Duration: Permanent
Salary: Grade D (€55,937 - €83,905*)
Ref: 51AOUET23



Uisce Éireann is Ireland's national regulated water utility and is responsible for providing water and wastewater services throughout Ireland. Our mission is to ensure all of our customers receive a clean, safe and reliable supply of drinking water and have their wastewater collected and safely returned to the environment. We will protect the health and well-being of the people of Ireland, protect the environment in all our activities and support Ireland's social and economic growth through appropriate investment in water services.

The Role:

The Asset Operations function forms the cornerstone of service delivery to customers, protecting the environment and meeting regulatory standards as well as managing the majority of operational expenditure. The Asset Operations function has responsibility for operational and maintenance strategy, policies, planning and standard operating procedures for Water and Wastewater operations both nationally and regionally, ensuring that value for money and customer service is delivered.

The Regional Operations functional area is responsible for the national delivery of water and wastewater operational services through the operation, inspection, maintenance & repair of the water and wastewater treatment and network assets.

The Water/Wastewater Technical Operations Support Specialist will be assigned an appropriate role in the Regional Operations team and be responsible for supporting Treatment/Network Operations and M&R teams in the resolution of technical/engineering including service risk issues, as they arise within the region. The focus of this role will be to support service risk management, provide technical analysis and local knowledge of assets and operational performance capabilities and contribute to the efficient and effective operation of water and wastewater assets.

Please note your application may be considered for other roles in Asset Operations at the same level. This is a panel-style recruitment campaign. It is envisioned this panel will remain open for approximately 12 months.

Main Duties and Responsibilities:

- Responsible for supporting the resolution of technical/engineering issues as they arise within the region.
- Responsible for reporting progress on service risk identification, mitigation and escalation through new reporting structures to be developed.
- Provide sound technical analysis of the escalated operational, maintenance and repair issues across both Water Treatment and Network assets. This includes the provision of local knowledge of assets and operational performance capabilities to support the timely resolution of non-routine, specialised activities (e.g. nuisance issues, troubleshoot equipment failures, network and infrastructure failures).

- Responsible for making technically correct operational, maintenance and repair decisions in a timely manner (utilising the available data), with efficient use of resources and budget.
- Support the resolution of operational, maintenance and repair issues at a Regional level at first attempt. This includes ensuring that there are minimal escalations of issues to other Uisce Éireann functions and driving to resolve within Water Operations as quickly as possible to minimise delay and disruption to customer service.
- Work collaboratively to act as a technical interface for other specialised teams in Uisce Éireann , including Regional Operations, Process Optimisation, Water & Wastewater Compliance, Asset Intelligence, OPEM, Portfolio Operations, Management and DBO Management teams.
- Support the Regional Asset Operations interface with Asset Management, in particular with the Asset Planning functional area.
- Liaise with the Water Portfolio Operations Specialist as required to support the design, construction and handover phases of an Asset Delivery project.
- Act as the technical interface to external bodies e.g. Local Authorities, Road Authorities, Environmental Protection Agency (EPA) and assist with audits or information requests as necessary.
- Provide technical oversight of third parties/contractors; Permits-to-work, Permits-to-Enter, Specialised Works Scoping, Method-Statements Reviews.
- Support line manager with complex water system integrity challenges, acting as an escalation point for determining cause of challenge, forecasting the impact of challenge, defining scope for site surveys and investigations, and identifying options for resolving challenges.
- Ensure all information (including service risks) are accurately recorded and promptly reported for audit purposes and service risk escalations using the technology systems provided.
- Participate in out of hours and standby working as required.
- Provide network and engineering support as required in incident response.
- Escalate issues and ensure data capture on issues that are relevant to the development of operational, maintenance and repair plans to manager
- Responsible for monitoring and reporting KPIs for processes over which they have ownership.
- Perform line and performance management duties as required
- Carry out any other duties deemed necessary and / or required by management.
- Identify and submit water infrastructure intervention requests to Water Asset Planning, support in engaging with the relevant asset owners and/or responsible parties within Asset Operations, providing supplementary information to Asset Planning as required.

Knowledge, Skills and Experience:

- Third level qualification in engineering/related discipline or equivalent
- Minimum of 5 years relevant experience
- Experience / understanding of working within a strong health & safety culture
- Knowledge of water or wastewater treatment and/or the maintaining and repairing of water or wastewater treatment and network assets is an advantage
- Knowledge of risk management principles and guidelines (ISO 31000) and risk identification at water and wastewater assets
- Knowledge of the application of the current legislation, standards, processes and procedures relevant to water abstraction and treatment
- Local knowledge of assets and operational performance capabilities to support the timely resolution of non-routine, specialised activities
- Capable to work collaboratively across various function and achieve set objectives
- Experience in a customer focused business
- Excellent written and verbal communication skills

- Effective communication skills, to engage with a broad range of internal stakeholders and front line employees
- Experience of line and performance management duties
- Ability to make decisions based on analysis of information within a very fast paced, customer focused environment
- Knowledge of managing process compliance
- Financial analysis skills

Applications, including current Curriculum Vitae, should be emailed to the following address stating the job title and reference number in the subject line of your email:

uiscecareers@water.ie

This advertisement will remain open until further notice.

Uisce Éireann is an equal opportunities employer.

*Please be advised that if successful you will be placed on the salary range based on your skills and experience. Please note the Market reference point (midpoint) of the range is generally the upper end of the offer where someone is deemed to be fully competent to take on the duties of the role, and leaves room for the employee to progress through the pay range as their experience develops further.

We are committed to providing a diverse and inclusive place of work and have a robust strategy and framework called ibelong to enable this. We are an equal opportunity employer and through our recruitment process we welcome and encourage applications from interested and suitably qualified individuals regardless of gender, age, racial or ethnic origin, membership of the traveller community, religion or beliefs, family or civil status, sexual orientation/gender identity or disability.